CIMS: Not applicable

    (4) State the sanction, if any, which was imposed (or is currently pending) against the business entity, its officers, agents or employees.

CIMS: Not applicable

2. In addition to the proceedings listed above (if any), are there any other pending administrative, criminal or civil proceedings against the business entity, its officers, agents or employees that relate directly or indirectly to the conduct of the business? If so,

CIMS: None

    A. Identify the docket number and any and all other identifying captions or information;

CIMS: Not applicable

    B. Provide a clear and concise statement of all allegations against the business entity, its officers, agents and/or employees;

CIMS: Not applicable

    C. Accurately summarize any and all orders which have been or were entered in the matter;

CIMS: Not applicable

    D. State the sanction(s), penalties, fines, damages and/or injunctive relief, if any, to which the business entity, its officers, agents and/or employees may be subject in the event of a finding against the business entity, its officers, agents and/or employees.

CIMS: Not applicable

3. Within the past three (3) years, have any complaints been filed or lodged against the business entity, its officers, agents or employees with the Attorney General of any state, the Better Business Bureau of any state, the Consumer Affairs' Office (or similar nomenclature) of any state, the Federal Trade Commission or any other federal agency which relate directly or indirectly to the conduct of the business? If so,

CIMS: None

    A. Identify the docket number and any and all other identifying captions or information;

CIMS: Not applicable

    B. Provide a clear and concise statement of all allegations against the business entity, its officers, agents and/or employees;

CIMS: Not applicable

    C. Accurately summarize any and all orders that have been or were entered in the matter;

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Technical Proposal   Iowa Workforce Development
Agency Charge-Back System

D. State the sanction(s), penalties, fines, damages and/or injunctive relief, if any, to which the business entity, its officers, agents and/or employees have been or may be subject in the event of a finding against the business entity, its officers, agents and/or employees.

CIMS: Not applicable

4. Within the past five (5) years, state whether or not the business entity has filed a voluntary petition in bankruptcy, a voluntary petition to reorganize its business, or a voluntary petition to effect a plan or other arrangement with creditors. If so, explain the circumstances and the outcome of any such filing in detail.

CIMS: None

5. Within the past five (5) years, state whether or not the business entity has been the subject of a filing for involuntary bankruptcy. If so, explain the circumstances and the outcome of any such filing in detail.

CIMS: None

3.3.3 Financial Information

Each prospective Vendor shall provide its most recent audited financial statement or other information sufficient for the State to evaluate the financial condition of the prospective Vendor, such as a Dunn & Bradstreet Report or other well-known Credit Report, to insure that the Vendor has the capability to fulfill its obligations under the contract. The most recent Annual Report to Stockholders may suffice.

Prospective Vendors may request that their financial statements and other financial information be kept confidential by the State. Prospective Vendors are required to provide only one copy of the audited financial statement, which shall be submitted with the Original proposal.

CIMS Lab's most recent audited financial statement is enclosed in Attachment 3.3.3 on page 66. CIMS Lab, Inc. is a privately held company and wishes the information provided in the financial statement to be kept confidential by the State.

3.3.4 Business Activities and References

Each prospective Vendor shall submit a signed release with its response to the RFP, which permits representatives of the State to contact the prospective Vendor's references.

1. Provide a listing of up to 3 contracts with other businesses within the past 5 years for work of a similar size or scope. For each such contract listed, provide the name of the business, the name of the key contact person for the business, the business address, and the business telephone and fax numbers for the individual listed.   In addition, provide a clear and concise summary of the types of activities in which you are or were engaged for or on behalf of each business listed. If the contract is not current and ongoing, provide a clear, concise and accurate statement of the reason for termination of the contract or engagement.

CIMS: Below is a listing of 3 contracts with other businesses within the past 5 years.

National Institutes of Health (NIH)
9000 Rockville Pike
Building 12A, Room 4011
Bethesda, MD 20892-5607

Mr. John Burke
Telephone: (301) 402-9594
E-mail: jbv@cu.nih.gov

License, services and maintenance of CIMS OS/390, Unix, NT and Desktop

State of Montana
Sam Mitchell Bldg., Room 223
125 N. Roberts Street
Helena, MT 59601

Mr. Doug Volesky
Telephone: (406) 444-0193
Fax: (406) 444-3305
E-mail: dvolesky@state.mt.us

License, services and maintenance of CIMS O3/390, Unix, and Desktop

Washington Mutual Bank
1111 3rd Avenue
Mail Stop EET0920
Seattle, WA 98101

Ms. Molly Brodie
Telephone: (206) 461-3523
E-mail: molly.brodie@wamu.net

License, services and maintenance of CIMS OS/390, Unix and Desktop

2. Provide the name, address, and telephone and fax numbers for 2 financial reference who can provide information relative to your financial responsibility.

    CIMS: Below are 2 financial references:

    Business Graphics Group
    3015 Hopyard Road, Suite Q
    Pleasanton, CA 94588
    Contact: Cam Roberson
    Phone: (925) 426-7900
    Fax: (925) 426-8998

3.3.5   Business Plan

(If a prospective vendor has included the information requested in any of the subsections in this section in response to another question in the RFP, the prospective vendor shall include a reference to the location of the information that is responsive to each of the following.)

A. In its response to the RFP, a prospective vendor shall include comprehensive and concise statements that address and demonstrate its understanding of each of the following:

1.   The services requested under the RFP;

   CIMS: CIMS Lab, Inc. has read, understands, and will comply with the services requested under this RFP.

2.   The legal ramifications of applicable federal and state laws and regulations;

   CIMS: CIMS Lab understands the legal ramifications of the applicable federal and state laws and regulations, and will comply with such.

3.   The expertise of its personnel who will render the requested services (attach the resumes of key personnel who will be charged with the management of the project);

   CIMS: Please see the attached Personnel Profile located in Attachment 3.3.5 on page 69.

4.   The ability to logically plan and complete the stated objectives.

   CIMS: The CIMS system and our consulting services will meet this requirement.

5.   The resources that will be devoted to each of the activities required under the RFP;

   CIMS: The CIMS system and our consulting services will meet this requirement.

6.   A business plan for timely implementing the services requested, the expected period of time to implement the services, and a description of any transition matters that will impact the implementation. In addition, vendors must include a detailed business plan, which describes how they will accomplish the requirements of this RFP.

   CIMS: Please see our detailed business plan in Section 3.4.13 (page 43).

3.3.6   Prospective Vendor Experience

In this section, the prospective Vendor shall describe its current and historical experience as well as that of any proposed subcontractors or joint venturers relative to completing the work requested in the RFP.

CIMS: CIMS is the leading Resource Accounting, Cost Analysis, IT Activity Based Costing & Chargeback product in the world. CIMS has replaced competing vendor supplied products and hundreds of in-house developed systems.

CIMS Lab has hundreds of clients. Below is a partial list of organizations that have licensed CIMS products recently:

- Alameda County (Oakland, CA)
- American Electric Power
- City of Dallas
- City of Fort Worth, TX
- Deltanet
- Eastman Chemical
- First Data Corporation
- ING
- Johnson & Johnson
- MassMutual
- Miami-Dade County, FL
- State of Florida
- State of Louisiana
- State of Utah
- USDA
- Etc. Etc. Etc.

CIMS allows organizations to quickly satisfy their IT reporting requirements so they can move on to other problems.

We are a "Make It Happen" company with a proven track record. That means we solve problems. CIMS Lab focuses on three things:

1) Providing excellent technical support.

2) Making our products better. CIMS is already the leader; however, we continue to pour large percentages of our operating budget into research and development. We listen to feedback from both customers and prospects and then quickly prioritize and add features to CIMS.

3) Selling new copies of CIMS. As you can see from the above list, CIMS Lab continues to add new clients to our customer list. Items 1 and 2 are the reason we enjoy continued success selling CIMS to new clients.

CIMS Lab believes clients choose our product for two main reasons: 1) The products are feature rich, easy to use, implement quickly and use minimal system resources, and 2) CIMS Lab demonstrates to our clients that we understand their environment and can help them apply their unique business rules to the CIMS system in an effort to successfully satisfy each individual client's reporting requirements. There are hundreds of ways to implement a chargeback system, but usually only one way that is right for each individual organization. CIMS Lab personnel concentrate on determining the right way for you. Our philosophy is to spend more time understanding what you want to do rather than boring you with all the features and functionality of our products.

3.3.7 Subcontractors and Joint Venturers

If the prospective Vendor intends to use subcontractors or enter into a joint venture arrangement to fulfill the primary purposes of the RFP, the prospective Vendor shall respond to each of the above questions for each such subcontractor or joint venturer it proposes to use. If the prospective Vendor intends to use subcontractors or joint venturers to perform services (including but not limited to mailing services, printing, software programming, etc.) ancillary to the primary purposes of the RFP, the prospective Vendor shall disclose for each such proposed subcontractor or joint venturer the information requested in this chapter. *Only the primary contractor may negotiate with the State. The vendor, which submits the proposal, must certify that they are the prime contractor and that they as prime contractor accepts full responsibility and liability for its proposal and for any subsequent contract with the State.*

CIMS: CIMS Lab, Inc. is the prime contractor and accepts full responsibility and liability for our proposal and for any subsequent contract with the State. We do not intend to use subcontractors.

3.4 Desirable Features

Proposals will be awarded points for each of the provisions below. Exact number of points available for each provision will be published immediately after proposal due date.

3.4.1 Overall Provisions

3.4.11 Additional points will be awarded based on a comparison of vendors description of the migration strategy and timeline for implementation for IWD from current chargeback environment to your proposed chargeback solution. Include the same information for enterprise Komand Pace environment.

CIMS: CIMS Lab has significant experience assisting customers with migration from in-house and competing chargeback products. In general, there are two basic strategies.

Strategy One – Rip the old product out and replace it with the new.

Strategy Two – Replace the pieces of the existing product that are either broken or incomplete. Then, if required continue replacing the entire system.

As you would expect, there are advantages and disadvantages to each approach. Here are a few for each:

Strategy One – Advantages (partial list)

- **Starting fresh and starting over.**
- **No more "mystery code" that someone wrote years ago and then retired**
- **An opportunity to do it the "CIMS Way" as opposed to emulating an old technique just because "we have always done it that way"**

Strategy One – Disadvantages (partial list)

- **There is more work, so therefore the implementation process is slower and the testing and validation phases are longer.**
- **We may have to re-invent the wheel trying to emulate in-house code that is working just fine and is meeting the requirements of IWD.**
- **The process tends to be all or nothing. Until the old system is shut off and replaced with the new, it is viewed that nothing has been done yet with the new system.**

Strategy Two – Advantages (partial list)

- **If it isn't broke, don't fix it. We can continue to use the pieces of the in-house system that may be working fine.**
- **Quick successes. By replacing a broken component, we can have quick visibility and success.**
- **New revenue. By quickly "fixing" incomplete areas such as UNIX, NT, and Network accounting we can quickly generate new revenue.**

Strategy Two – Disadvantages (partial list)

- **Adding to the existing system can be viewed as a continuation of the problem.**
- **Incorrect processes and algorithms in the old system could be un-noticed.**
- **Additional work may be needed to adapt CIMS to the existing system.**

Replacing Komand

CIMS has replaced Komand many times. We do not see issues with replacing this product. The challenges with replacing Komand are the exits and code written around the product that are really not part of Komand. With that said, we have significant experience replacing Komand and our strategy will be to "roll up our sleeves" and get it done.

3.4.12 Additional points will be awarded based on a comparison of vendors references and detailed description of its experience, financial stability, staffing, functions and estimates of time required to implement and maintain the system, and on its extent of acceptance of Chapter 2, Contractual Terms and Conditions and any offer of a performance bond, plus initial suggestions for a mutually agreed upon performance criteria.

CIMS will create a mutually agreed upon implementation plan during the first 3 days of on-site work. This plan will become the basis for establishing performance criteria. CIMS estimates that it will take approximately 6-12 weeks to implement the system.

Please see the following sections for additional information:
- **Section 3.3.4, Item 1 (page 38) for CIMS Lab's vendor references**

- **Section 3.3.6 (page 39) for CIMS Lab's description of experience**
- **Section 3.3.3 (page 37) for CIMS Lab's financial information and section 3.3.4, Item 2 (page 38) for CIMS Lab's financial references.**

CIMS Lab, Inc. stipulates and acknowledges our acceptance of the terms and conditions contained in Chapter 2, Contractual Terms and Conditions without change.

3.4.13 Additional points will be awarded based on a comparison of vendors detailed business plan that describes how they will accomplish the requirements of this RFP.

CIMS: Following is an outline of the steps CIMS will follow to accomplish the requirements of this RFP.

- **Ship software within 3 days of award**
- **Arrange a conference call with IWD to discuss priorities and the timeline to get started on-site.**
- **Select the internal implementation team based on IWD priorities.**
- **Arrive on-site at the time agreed upon during the conference call**
- **Complete the installation of the software**
- **Develop a detailed implementation plan. A sample plan is shown below.**
- **Get the job done to meet the 12/31 objective.**

Below is a sample CIMS Installation & Implementation Program

This installation and implementation package provides that CIMS is successfully deployed within the Client's organization. CIMS Lab consultants will work with Client's team to identify and execute the steps needed to implement the CIMS system in the Client's environment. Staff from the Client's organization will be trained to maintain and extend the CIMS implementation over time.

Program Elements

- **Implement CIMS according to clients requirements**
  - **Install various software components under MVS, Unix & NT**
  - **Configure standard data collection mechanisms**
  - **Provide conversion assistance from existing system**
  - **Install and configure CIMS**
  - **Set up account code conversion jobs as required**
  - **Establish billing and costing rates**
  - **Produce a variety of reports**

- **Support User-Defined Data Sources**
  - **Write interface scripts for custom data sources**
  - **Write interface scripts for custom account code & client ID sources**

- **Train staff in customized procedures**

Program Deliverables

- **Multiple CIMS Invoices & Reports**
- **Automated Daily OS/390 Processing**
- **Procedures Documentation**
- **Recommendations for Quickstart extension steps**

3.4.14   Additional points will be awarded based on a comparison of vendors responses to 3.2.13 (Implementation across multiple and different platforms).

3.4.2   General Specifications of System Infrastructure

3.4.21 Additional points will be awarded based on a comparison of vendors identification of operating systems that your proposed solution will operate under.

CIMS: There are two main components to CIMS. The CIMS Resource Accounting and Billing system and the CIMS Data Collectors. The CIMS Resource Accounting and Billing system runs under MVS, OS/390, Z/OS, Windows 2000/XP. CIMS Data Collectors run on nearly all operating systems including all flavors of UNIX, MVS, OS/390, Z/OS, Windows (All Versions), VSE, VM, VMS, Linux, etc.

3.4.22   Additional points will be awarded based on a comparison of vendors upgrade strategy in cost of licenses, maintenance and charges for future upgrades)

CIMS Lab will not charge any upgrade fees to IWD for up to five (5) years from license commencement date.

The proposed solution includes a provision limiting maintenance fee increases to ten (10) percent per year.

3.4.23   Additional points will be awarded based on a comparison of vendors description of database architecture used in proposed system.

CIMS uses a series of flat files as the main architecture. Interface programs read raw usage data and apply accounting codes based on a wide variety of identifiers such as Job Name, Account Code, E-Mail Address, etc. Once the data has been processed, it can optionally be loaded into a commercial database for web based reporting and other purposes. By default, CIMS uses the SQL Server database under Windows 2000.

3.4.24 Additional points will be awarded based on a comparison of vendors description of how the system will interface with usage metering data created by any combination of Mainframes, UNIX, and Microsoft Platforms. This includes but is not limited to OS/390, MVS, ZOS, VSE, VM/CMS, VMS, UNIX, IRIX, SOLARIS, HP/UX, AIX, IMS, IDMS, DB2, ADABAS, ORACLE, SQL SERVER, SYBASE, and INFORMIX. Describe how

it will also interface with usage metering data created by multiple other systems including but not limited to Networks, Proxy Servers, Routers, E-Mail Systems, Print Servers, Storage Servers, and other systems that create resource usage log files

CIMS: The CIMS data collectors interface with all of the systems mentioned above as standard features. In addition, our on-site services will set up the automation necessary to collect all of this data in scheduled nightly scripts and jobs. A standard "conversion engine" is included to interface to new records and formats that CIMS may have never seen before. This service to interface with new records is included in the annual maintenance price of the CIMS system. In other words, if you need to support a new record type or system, we will do it for you at no additional charge.
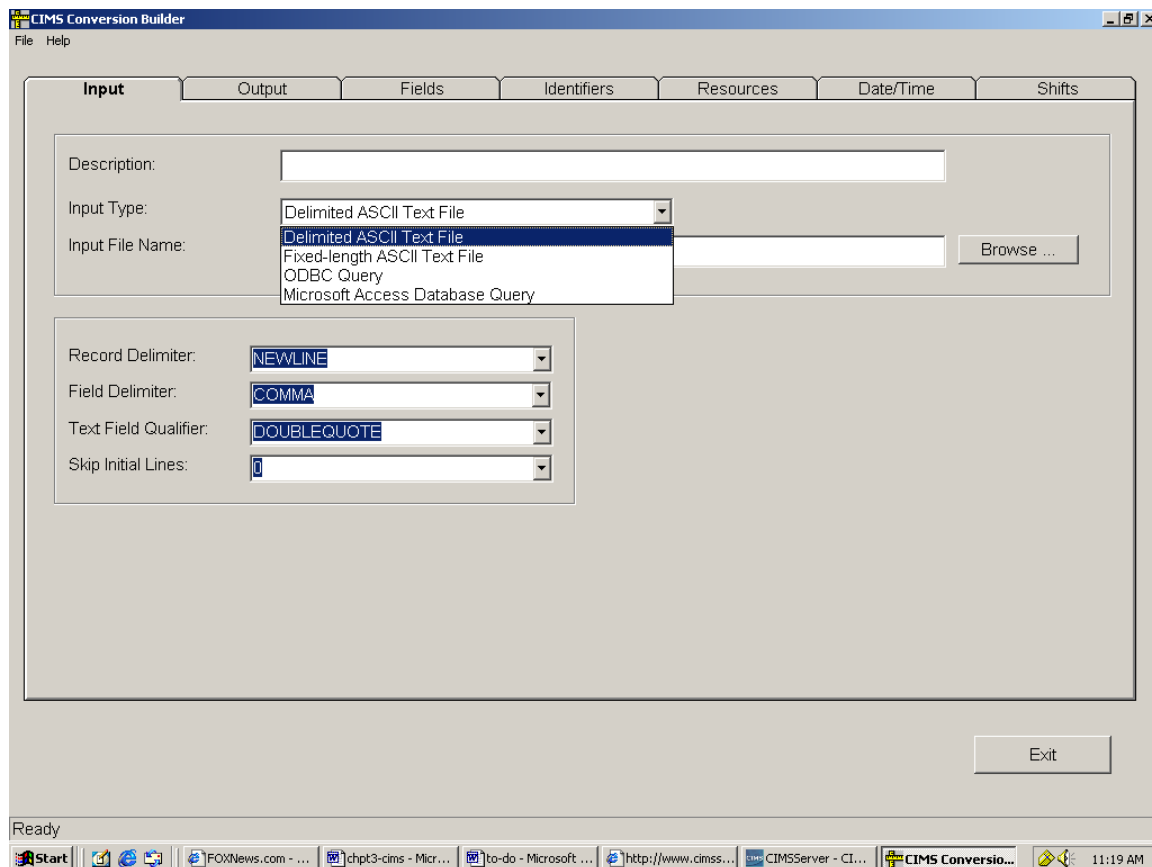
CIMS Conversion Builder Screen Shot

3.4.25   Additional points will be awarded based on comparison of vendors description of system's flexibility in data maintenance and retrieval including previously run reports and invoices from archives.

CIMS: CIMS makes it easy to maintain history data and to retrieve previously run reports and invoices from the archives. Any CIMS report can be archived using a report archival system and/or by simply publishing the report and saving it off to disk. In addition, CIMS maintains the data for user-defined time periods so that it is easy to retrieve historical

records and details. For example, questions like "How many CPU seconds did the DMV consume two January's ago?" is easily answered with a few mouse clicks. In addition, you can retrieve very detailed data such as each job step or interval from years ago with relative ease. CIMS data management techniques make it easy to go directly to the file and/or tape that contains the required data.
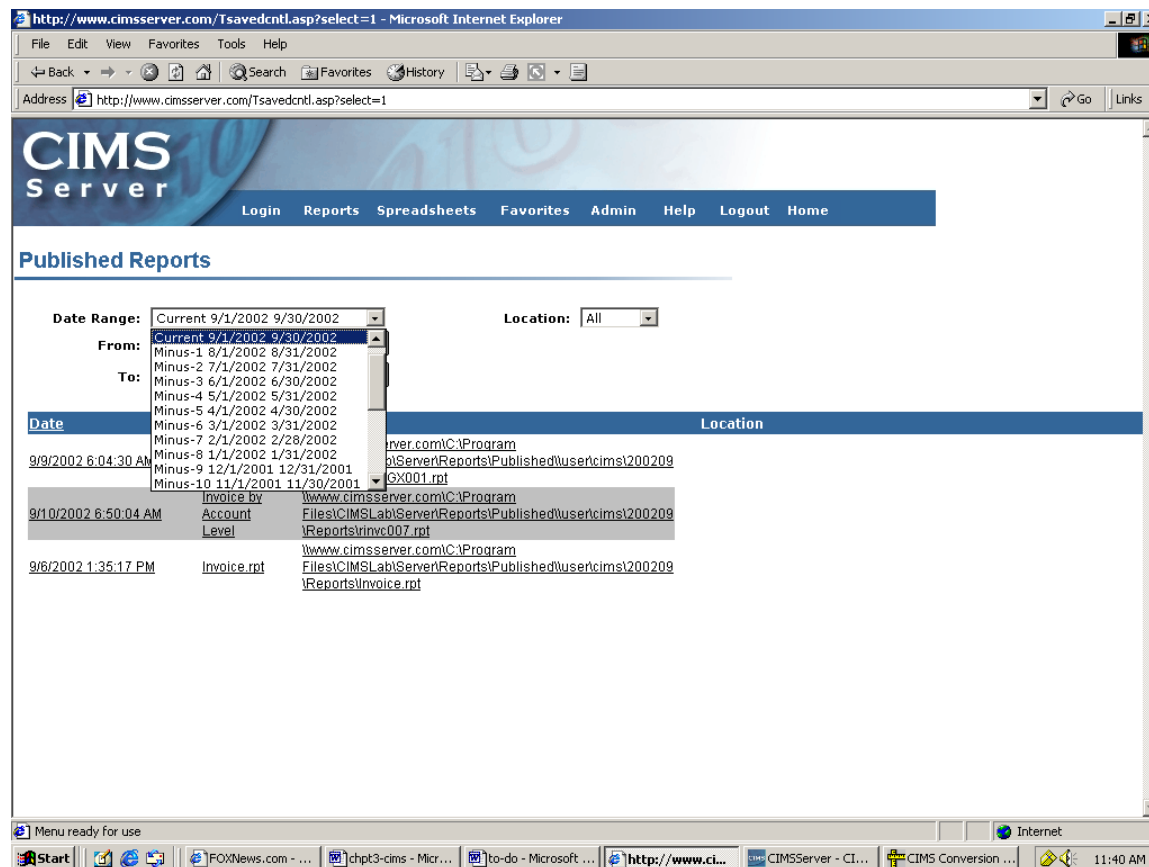
Example of selecting a previously run report or invoice from archives..

3.4.25 Additional points will be awarded based on comparison of vendors description of system accessibility for your software and explain the internal auditing procedures such as security controls, access logs, etc.

CIMS: CIMS can be accessed in a variety of ways. These include The Web, The Desktop, Mainframe Panels and PDS Members, UNIX Menus and files, Windows GUI's. The method depends on what is trying to be accomplished. For example, most users would never use anything except the Web Interface. This interface is secured so that one user cannot see another users charges and so that internal rates and other sensitive data cannot be changed. Chargeback administrators will need to sometimes access the product from the platform that is collecting the data to modify scripts and JCL. However, most of this is set-up by the CIMS implementation team during initial installation.

CIMS produces audit reports out of each feed processed showing the number of records read, their type, and the number processed and included in the output file. This data is valuable for auditing and "reasonability" checking of scheduled jobs and processes. For example, if between 8,000-12,000 batch jobs are "normal" then CIMS send a message or produce a report if only 5,000 are processed on a particular night. All CIMS tables, files, database layouts and reports are documented for easy customization by the user. In addition, our support staff is pleased to help with any special requests.

Example of the main CIMS User Interface.

3.4.26 Additional points will be awarded based on comparison of vendors description of external billing transactions for charging of non-computer generated resource items.

CIMS: CIMS handles these transactions multiple ways depending on the requirement. External transactions can be either recurring or miscellaneous and are input:

- **Via the Web**
- **From a File, Spreadsheet, etc.**
- **By interfacing with a third party data entry product**

With CIMS it is easy to use these transactions for adjustments, credits, or for charging for HR Time, Shipping Fees, Communication Costs, Leases, etc.

External billing transactions integrate with other charges and are displayed on an integrated invoice.

Example of entering a Credit Transaction.

3.4.3   General Specifications of System Software Components

3.4.31   Additional points will be awarded based on a comparison of vendors description of the rate structure and how it can be modified and updated, including additions and deletions.

CIMS: CIMS offers a flexible rate structure that is easily maintained and updated with additions and deletions by authorized users. All rates are maintained from a single rate table that is usually accessed from a GUI by an authorized user. Alternatively, the rate table can be accessed by a TSO Panel or a CICS Screen. The CIMS Client Table points each user defined account code to their specific rate table. Most clients have only one or two rate tables, but if required, each account can have their own. Of course, the default is for everyone to use the STANDARD rate table. The most common use of this feature for a State Government customer is for contractors or outside interests that are using the IT Resources. Many times, these third parties pay different rates than the internal IT users.

The CIMS Rate Table allows grouping and budgeting by rate item. Therefore, the reports can be arranged by user-defined cost pools as shown in the sample reports provided.

Editing a rate table with CIMS

3.4.32   Additional points will be awarded based on a comparison of vendors description of the ability to capture comparable usage data across the enterprise and flexibility to change and model different stets of rates on different bases. Also, allow for re-costing modeling to determine potential with changed rates

CIMS: CIMS allows changing rates for modeling purposes at any time. In addition, CIMS automatically creates spreadsheets that can be customized to meet the exact modeling requirements of the user. CIMS can capture all usage data across the enterprise and summarize it into user definable accounts or run totals. This data is excellent for modeling and forecasting.

Cost Pool Rate Model

The Big Time Company
23 Michigan Avenue
Chicago, IL 60609

Invoice Number: 150

Billing Period: 08/01/2000 to 08/31/2000

Account Number: ***RUN TOTAL***
Client: The Big Time Company

	Totals	Rate	Charge	Zero Rate	Zero Charge
Job Steps Processed	9,682	0.50	4,841.00	0.56611	5,481.12
Jobs Processed	2,375	2.00	4,750.00	2.26446	5,378.09
OS/390 Batch CPU Minutes	3,995	30.00	119,861.40	33.96684	135,710.45
OS/390 TSO CPU Minutes	3,314	36.00	119,307.60	40.76021	135,083.42
CICS Transactions	2,123,898	0.01	21,238.98	0.01132	24,047.37
CICS CPU Minutes	210	45.00	9,465.75	50.95027	10,717.39
CICS File Access Calls	4,900,500	0.001	4,900.50	0.00113	5,548.48
DB2 Records Processed	955,014	0.015	14,325.21	0.01698	16,219.41
DB2 CPU Minutes	4,476	45.00	201,438.00	50.95027	228,073.77
DB2 Entry/Exit Events	298,000,999	0.0001	29,800.10	0.00011	33,740.51
Data Center Cost Pool			**$529,928.54**		**$600,000.00**
Disk EXCP's	2,586,527	0.00043	1,112.21	0.00051	1,323.23
Disk Storage - Allocated (Megabyte/Days)	175,000	0.015	2,625.00	0.01785	3,123.06
Disk Storage - Backed Up (Megabyte/Days)	166,900	0.015	2,503.50	0.01785	2,978.50
Disk Storage - Migrated (Megabytes/Days)	115,000	0.015	1,725.00	0.01785	2,052.29
Tape EXCP's	686,100	0.0005	343.05	0.00059	408.14
Tape Storage - Square (Tape/Days)	301	0.15	45.15	0.17846	53.72
Tape Storage - Round (Tape/Days)	10,540	0.20	2,108.00	0.23795	2,507.96
Tape Storage - Off-Site (Tape/Days)	79,500	0.20	15,900.00	0.23795	18,916.80
Tape Mounts	7,259	1.00	7,259.00	1.18974	8,636.29
Storage Cost Pool			**$33,620.91**		**$40,000.00**
Impact Pages	31,225	0.015	468.38	0.04787	1,494.85
Laser Pages	9,100	0.01	91.00	0.03192	290.43
Lines Printed	760,400	0.00125	950.50	0.00399	3,033.59
Feet of Paper	72,625	0.01	726.25	0.03192	2,317.88
Special Forms Printed	35,885	0.025	897.13	0.07979	2,863.24
Printing Cost Pool			**$3,133.25**		**$10,000.00**
System Analyst Hours	1,400	65.00	91,000.00	65.36141	91,505.97
Programmer Hours	1,100	60.00	66,000.00	60.33361	66,366.97
Help Desk Hours	268	45.00	12,060.00	45.25021	12,127.06
Application Development Cost Pool			**$169,060.00**		**$170,000.00**
AS/400 CPU Minutes	205	15.00	3,075.60	18.28399	3,748.95
DEC CPU Minutes	232	15.00	3,475.95	18.28399	4,236.95
UNIX CPU Minutes	84	15.00	1,260.15	18.28399	1,536.04
Personal Computers - Fixed Monthly Cost	420	40.00	16,800.00	48.75730	20,478.07
Distributed Services Cost Pool			**$24,611.70**		**$30,000.00**
AMOUNT DUE			**$760,354.40**		**$850,000.00**

CIMS, The Integrated Chargeback System

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One example of CIMS Rate Modeling.

3.4.33 Additional points will be awarded based on a comparison of vendors description of the year-to-date reporting capabilities and forecasting features.

CIMS: At any time a user can click on a variety of YTD reports and budget information. This data can be created directly into a spreadsheet for forecasting and graphing.
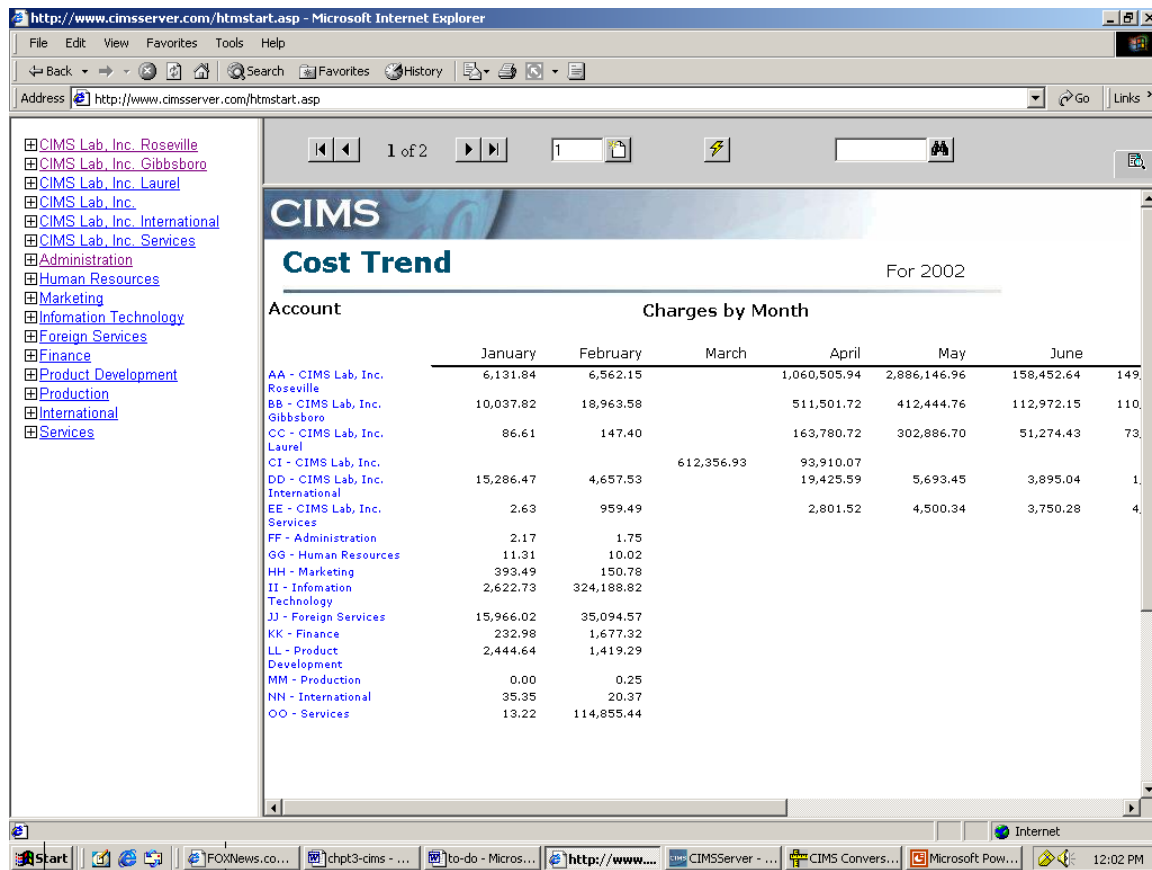
Example of a YTD cost trend report with full drill down available.

3.4.34 Additional points will be awarded based on a comparison of vendors description of system maintenance in regard to Client Identification, Billing Rates, Billable Items and Account Code generation, creation of exception files for unmatched accounting codes and account code editing.

CIMS: All Client Information, Billing Rates, Billable Items, and Account Code generation parms are set with GUI's and/or easy to use tables and files. CIMS provides account code conversion tables that eliminate the need for exits and procs to determine the account code. The tables are fast and efficient and include wild card and data range features. In addition, data that is not matched by the accounting tables (for example a new user or job name) is written to an exception file. This way, the entire input file does not have to be re-processed in order to correct a few exceptions. This also allows for multiple passes of the raw input data if necessary, which is normally the fastest and easiest way to handle complex account code generation requirements.

3.4.35 Additional points will be awarded based on a comparison of vendors description of how solution provides unit conversion capability for Seconds-Minutes-Hours. Must allow rates Per Thousand, Per Unit, Per Hour, or Flat Fee

CIMS: CIMS provides all of these conversions as a standard feature of the CIMS Rate Table.

Example of setting resource conversion factors.

3.4.36 Additional points will be awarded based on a comparison of vendors description of how the system uses accounting code structure to support existing enterprise activity.

CIMS: CIMS uses standard control statements to adapt to existing enterprise account structures and activities. For example, if your enterprise uses the first 4 characters of the account code field and positions 3&4 of the Job Name, CIMS control statements are easily set to support this structure.

3.4.37 Additional points will be awarded based on a comparison of vendors description of how the "raw" data from all systems is processed.

CIMS: CIMS uses standard interface programs to read the raw data. This includes Assembler Code on the mainframe, C code on UNIX and NT, and scripts depending on the nature of the raw data and the volume. End users never have to deal with assembler or C code. Instead, they use control statements and GUI's to set the raw data layouts and characteristics. CIMS provides standard interfaces into all the systems identified in the

environment section of this RFP. These CIMS interfaces can be customized to meet special requirements of IWD.

3.4.4 Customer Interface

3.4.41 Additional points will be awarded based on a comparison of vendors detail of the reporting capability to support summary invoices that can be selectively requested by the user. (A new option desired is to have related detail reporting available through online or web invoice attachments for every customer.)

CIMS: This is a standard CIMS feature. Sample reports are included here. In addition, CIMS recommends that IWD visits www.cimsserver.com for a complete look at the report creation features. Use cims as the user-id and server as the password.

Invoice by Account Level

Total SIOs	191,922	0.00000000	/M	0.00
Disk SIOs	159,050	0.25000000	/M	39.76
Tape SIOs	32,872	0.35000000	/M	11.50
Total Service Units	29,061,700	0.00000000		0.00
Cpu Service Units	2,926,038	0.00000000		0.00
Srb Service Units	613,524	0.00000000		0.00
I/O Service Units	1,028,202	0.00000000		0.00
Mso Service Units	24,526,808	0.00000000		0.00
Total Service Unit charges				**51.26**
Input Records	560	1.00000000	/M	0.56
Lines Printed - Local	37,066	1.00000000	/M	37.09
Pages Printed - Local	973	0.00000000		0.00
Print Time (Minutes) - Local	1.84	0.00000000		0.00
Total Printer/Reader charges				**37.65**
Tape Mounts	2	0.00000000		0.00
Disk Data Sets	218	0.25000000		54.50
Total Storage charges				**54.50**
Standard Forms	529	0.01500000		7.97
Total Print charges				**7.97**
Unix Disk I/O	0.11	0.09000000		0.00
Unix Character I/O	31.30	0.00100000		0.00
Unix Image time	53.82	0.02000000		1.08
Unix User CPU	305.68	0.04000000		12.24
Unix System CPU	61.44	0.15000000		9.20
Unix Total CPU	367.13	0.10000000		36.70
Unix Memory	4,166,773.40	0.00350000	/M	14.58

Tree (left pane): International Relations — Batch charges, Tso charges, Service Unit charges, Printer/Reader charges, Storage charges, Print charges, Unix background job type, Unix storage charges, MS Windows charges, MS Windows Oracle charges

CIMS Server

Start   Reports   Spreadsheets   Favorites   Admin   Help   Logout   Home

Select Identifier to order Drilldown Report

Identifier: SYSTEM_ID

Date Drilldown:

OK

SYSTEM_ID
WORK_ID
ACCOUNT_CODE
JOBNAME
START_DATE
SHIFT
WRITER_START_DATE
FORM_ID
ROUTE_CODE
DAY_OF_WEEK
ACCOUNT_CODE_1

The above 4 screen shots show an integrated invoice. The user wanted to see drill down on the print resources that were consumed by job name.

3.4.42   Additional points will be awarded based on a comparison of vendors description of the drill-down process for reports, invoices, detail and summaries.

CIMS: To drill down, simply click on the item that you wish to see in more detail. Drill down items are configurable and apply to reports, invoices, detail and summaries. See the examples included with this response.

3.4.43   Additional points will be awarded based on a comparison of vendors description of systems ability to express reports, invoices, billing summaries, etc., in end-user understandable terms and language.

CIMS: CIMS provides the ability to use "Functional Chargeback" or "Natural Business Unit" metrics. This would allow the DMV, for example, to be charged back based on Drivers Licenses Issued instead of CPU Time or Tape Mounts. An example report for a large bank is enclosed.

Functional Chargeback

The Bank Company
25 Market Street
San Francisco, CA

Invoice Number: 100

Billing Period: 08/01/2000 to 08/31/2000

Account Number: AABBB
Client: Southwest Regional Office

	Totals	Rate	Charge
ATM Transactions	150,000	1.00	150,000
Credit Card Transactions	70,500	1.00	70,500
Online Electronic Payments	5,484	0.25	1,371
Telephone Transactions	7,541	1.10	8,295
Global Consumer Charges			**$230,166**
Bank Statements Issued	5,356	10.00	53,560
Incoming Wire Transfers	755	5.00	3,775
Outgoing Wire Transfers	1,205	10.00	12,050
Secure Sales – Internet Commerce	4,386	1.25	5,483
Overdrafts/Insufficient Funds	659	15.00	9,885
Cash Management Charges			**$84,753**
Letters of Credit Issued	384	17.00	6,528
Drafts and Collections	3,568	5.00	17,840
International Wire Transfers	1,054	10.00	10,540
Electronic Deposits	584	0.25	146
International Banking Charges			**$35,054**
AMOUNT DUE			**$349,973**

Under Budget by $2,435

CIMS, The Integrated Chargeback System   *Page 1*

Example of "Natural Business Unit or Functional" chargeback.

3.4.44 Additional points will be awarded based on a comparison of vendors description of their solution' s ability for online charging information to be available with sessions in jobs submitted in either TSO or batch modes.

CIMS: CIMS supports this request, but normally discourages it because the charges shown are usually incomplete and therefore wrong. Items not possible to show on banner pages or sysout listings include Disk Space Charges, Database Access, Print, etc. Please note that these are not CIMS issues. The data is simply not available from the operating systems. However, if you want to show the items that are available, CIMS can do it. A better way is to have a detailed job name report available that shows all charges by Job. Interested users can click on the report from their web browser. This report could show all jobs selected by the user that ran through yesterday or the last SMF/CIMS processing run.

3.4.45 Additional points will be awarded based on a comparison of vendors description of how their proposed solution can recreate reports and invoices, without reprocessing data run previously, should be available on total or any account level.

CIMS: CIMS can recreate reports and invoices without reprocessing the detailed data. In addition, CIMS can archive reports and interface with report archival and retrieval systems. CIMS can produce "Trial Balance" reports on demand. This way, you do not have to run the actual invoices until you are satisfied with the results of a trial balance.

3.4.46 Additional points will be awarded based on a comparison of vendors description of how your product will support tier pricing for charging different rates at different levels of usage by job class, priority and shift.

CIMS: Standard features such as the CIMS billing equation and/or the CIMS rate table support different charges by class, priority, and shift. In addition, you can set usage tiers in the rate table defining rates by tier. For example, if you consume 10 minutes or less of CPU time, your rate might be $25 per minute, but if you consume 11-50 minutes, your rate might be $30 per minute, etc.

3.4.47   Additional points will be awarded based on a comparison of vendors description of how the system allows users to create custom reports and spreadsheets.

CIMS: Custom reports and spreadsheets can be created multiple ways with CIMS. A wide variety of parms can be set right from the web browser giving the user flexibility in the rate codes, resources, dates, accounts and other selection criteria. In addition, custom spreadsheets can be created the same way. If desired, the user can use the included CIMS Report Writers and/or any third party reporting system. CIMS includes Crystal Reports and the CIMS Mainframe Report Writer. CIMS Lab technical support is pleased to assist users in creating the report they desire at no additional charge.

Creating a custom spreadsheet with CIMS Server.

REQUEST FOR PROPOSAL #BD80300S210

ATTACHMENT 1:

PROSPECTIVE VENDORS – SIGN AND SUBMIT CERTIFICATION WITH
PROPOSAL.

PROPOSAL CERTIFICATION

I certify that I have the authority to bind the vendor indicated below to the specific terms, conditions and technical specifications required in the attached Request for Proposal BD80300S210 and offered in the vendor's proposal. I understand that by submitting this proposal, the vendor indicated below agrees to provide the services which meet or exceed the requirements of the RFP unless noted in the proposal and at the prices quoted by the vendor.

I certify that the contents of the proposal are true and accurate and that the vendor has not knowingly made any false or misleading statements in the proposal.

Signature: Date:

Kenneth J. Lynch
Printed Name and Title

CIMS Lab, Inc.
Name of Vendor Organization

REQUEST FOR PROPOSAL #BD80300S210

ATTACHMENT 2:

PROSPECTIVE VENDORS – SIGN AND SUBMIT CERTIFICATION WITH
PROPOSAL.

CERTIFICATION OF INDEPENDENCE AND
NO CONFLICT OF INTEREST

By submission of a proposal, the vendor certifies (and in the case of a joint proposal, each party thereto certifies) that:

the proposal has been developed independently, without consultation, communication or agreement with any employee or consultant of the Department who has worked on the development of this RFP, or with any person serving as a member of the evaluation committee; the proposal has been developed independently, without consultation, communication or agreement with any other vendors or parties for the purpose of restricting competition; unless otherwise required by law, the information in the proposal has not been knowingly disclosed by the vendor and will not knowingly be disclosed prior to the award of the contract, directly or indirectly, to any other vendor; no attempt has been made or will be made by the vendor to induce any other vendor to submit or not to submit a proposal for the purpose of restricting competition; no relationship exists or will exist during the contract period between the vendor and the Department that interferes with fair competition or is a conflict of interest.

Signature: Date:

Kenneth J. Lynch
Printed Name and Title

CIMS Lab, Inc.
Name of Vendor Organization

REQUEST FOR PROPOSAL #BD80300S210

ATTACHMENT 3:

PROSPECTIVE VENDORS – SIGN AND SUBMIT CERTIFICATION WITH PROPOSAL.

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION—LOWER TIER COVERED TRANSACTIONS

By signing and submitting this Proposal, the vendor is providing the certification set out below:

1. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the vendor knowingly rendered an erroneous certification, in addition to other remedies available to the federal government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

2. The vendor shall provide immediate written notice to the person to which this Proposal is submitted if at any time the vendor learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.

3. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principle, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this Proposal is submitted for assistance in obtaining a copy of those regulations.

4. The vendor agrees by submitting this Proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

5. The vendor further agrees by submitting this Proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion—Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

6. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. A participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Non-procurement Programs.

7. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

8. Except for transactions authorized under paragraph 4 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the federal government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

 (1) The vendor certifies, by submission of this Proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

(2) Where the vendor is unable to certify to any of the statements in this certification, such vendor shall attach an explanation to this Proposal.

Signature: _____ Date: _____

Kenneth J. Lynch
Printed Name and Title

CIMS Lab, Inc.
Name of Vendor Organization

ATTACHMENT 4:

PROSPECTIVE VENDORS – SIGN AND SUBMIT CERTIFICATION WITH
PROPOSAL.

AUTHORIZATION TO RELEASE INFORMATION

CIMS Lab, Inc._____   (Name of vendor) hereby authorizes any person or entity, public or
private, having any information concerning the vendor's background, including but not
limited to its performance history regarding its prior rendering of services similar to those
detailed in this RFP, to release such information to the Department.

The vendor acknowledges that it may not agree with the information and opinions given by
such person or entity in response to a reference request. The vendor acknowledges that the
information and opinions given by such person or entity may hurt its chances to receive
contract awards from the Department or may otherwise hurt its reputation or operations.

The vendor is willing to take that risk. The vendor agrees to release all persons, entities, the
Department, and the State of Iowa from any liability whatsoever that may be incurred in
releasing this information or using this information.

CIMS Lab, Inc._____
Printed Name of Vendor Organization

_____
Signature of Authorized Representative   Date

Kenneth J. Lynch, President_____
Printed Name and Title

REQUEST FOR PROPOSAL #BD80300S210

ATTACHMENT 5:

PROSPECTIVE VENDORS – SIGN AND SUBMIT CERTIFICATION WITH
PROPOSAL.

**CERTIFICATION OF CONFIDENTIALITY
AND NONDISCLOSURE AGREEMENT**

I,   Kenneth J. Lynch   for   CIMS Lab, Inc.
         (Print Name)   (Vendor)

acknowledge that in the performance of responsibilities under a contract my company
may acquire or have access information regarding State of Iowa employees, clients
and/or Iowa citizens and that such information is designated as "proprietary and
confidential".

I acknowledge that my company may be subject to significant Federal and State criminal
and civil penalties if it misuses or improperly releases / discloses the confidential
information it may acquire or have access to.

Therefore, my company agrees not to disclose or misuse such information except for
purposes of performing under the contract. If there is doubt over confidentiality, we will
regard it as confidential information. We further agree to adhere to any written
procedures and policies with respect to the handling of confidential information.

I understand, acknowledge, and agree that this confidentiality and nondisclosure
agreement remains in full force and effect after the conclusion, termination or expiration
of the contract.

_____ Date: _____
         (Signature)

REQUEST FOR PROPOSAL #BD80300S210

ATTACHMENT 3.3.1:

CIMS LAB, INC.
W-9 REQUEST FOR TAXPAYER
IDENTIFICATION NUMBER AND CERTIFICATION

(CIMS W-9 submitted with Original Proposal only)

REQUEST FOR PROPOSAL #BD80300S210

ATTACHMENT 3.3.3:

CIMS LAB, INC.
FINANCIAL STATEMENT

CIMS Lab, Inc. is a privately held company and wishes
the information provided in this financial statement
to be kept confidential by the State.

(CIMS Financial Statement submitted with Original Proposal only)

ATTACHMENT 3.3.5:

CIMS LAB, INC.
PERSONNEL PROFILES

REQUEST FOR PROPOSAL #BD80300S210

ATTACHMENT 3.3.5:
Personnel Profile/Client's Responsibilities

CIMS, The Integrated Chargeback System requires the types of people listed below for the implementation of the product. These people will require access to multiple people within the organization, including management.

After implementation, CIMS does NOT require full time personnel. Administration of CIMS becomes a part of someone's job.

Following are the skills required to successfully implement CIMS:

- **MVS/TSO Job Submission**

  The CIMS implementation person/people must be able to edit and submit MVS batch jobs. A good knowledge of ISPF and MVS JCL is required.

- **Windows Environment**

  The CIMS Server implementation person/people should have good knowledge of the Windows environment, IIS, SQL Server and the business requirements of the State of Iowa – Workforce Development Department.

- **General understanding of IWD's Chargeback requirements.**

- **Access to management for key decisions.**

  IT Chargeback crosses many boundaries within the IT Department (Operations, Storage, Database, Networks, Communications, etc.) and throughout the organization (Finance/Accounting and Upper Management).

  At most installations, it is necessary to interface with people responsible for the above functions.

ATTACHMENT 3.3.5:
Personnel Profile/CIMS Lab Personnel

CIMS Lab has excellent technicians and chargeback Specialists on staff that are looking forward to working with the State of Iowa. The people that will be working with IWD possess the following technical skills and experience:

Enterprise Server/Mainframe Technicians

Over 10 years experience with MVS, TSO, DB2, CICS, etc. and with CIMS
Experienced with 4GL Report Writers
Experienced with JCL, REXX, Schedulers and Security Systems
Expert knowledge of SMF Records and other usage instrumentation records
Familiar with a wide range of third party systems and monitors such as TMON, OMEGAMON, TMS, DCOLLECT, SAR/EXPRESS, INFOPAC, etc.

UNIX/NT Technicians

Over 10 years experience
Experienced with 4gl report writers such as Crystal and Access
Experienced with Windows Scripting Host, Shell Scripts, Visual Basic and other scripting languages found in midrange systems.
Expert knowledge of the usage instrumentation data created by midrange systems such as UNIX paact , Oracle V$, SQL Server, Exchange, etc.
Familiar with a wide variety of third party systems and monitors such as CISCO, Lotus Notes, SANS, Print Sub-Systems, etc.

Chargeback Specialists

Over 10 years experience
Experience with dozens of real life chargeback implementations
Ability to bring "best practice" advice to the table
Excellent analytical skills
Ability to bridge the gap between technical concerns and financial features and requirements